

Provider and Credentialing Agent Initial Medicaid ID Linkage

This document describes the steps for a Provider or Credentialing Agent (CA) to initially link their existing KY Medicaid IDs to their accounts.

Overview

When a Provider or Credentialing Agent initially logs in to their KY MPPA account, they will be provided the opportunity to link their existing KY Medicaid IDs to their KY MPPA account. This opportunity will be provided on their first and second log ins.

Provider Linkage

The Provider will need to be linked to their existing KY Medicaid IDs for them to be able to perform maintenance-related actions on those Medicaid IDs (*maintenance-related actions include a Maintenance action, Revalidation, Reinstatement, or Re-application*).

Credentialing Agent Linkage

Credentialing Agents must be linked to the Provider and their Medicaid IDs in order to perform maintenance-related actions on behalf of the Provider. There are two separate ways this can happen:

- If CAs have been previously associated to KY Medicaid IDs, they will be provided an opportunity to link to these Medicaid IDs upon their first and second log in to KY MPPA using the process outlined in this job aid.
- If CAs have not been previously associated to KY Medicaid IDs (*or the information did not transfer into KY MPPA*), the CA will need to be invited to link through an invitation from either the individual Provider or the organization's Organization Administrator.
 - This process is described in the '**Using the OMA Tool to Invite-Link-Delink and Manage Credentialing Agent Access to KY Medicaid IDs**' job aid.

Note: *Credentialing Agents do not need to be linked to a Provider to begin a New Enrollment application. The Provider and CA will be linked when the application prepared by the CA is approved by the Department for Medicaid Services (DMS) and the KY Medicaid ID is issued.*

Initially Linking Provider and Credentialing Agents to Medicaid IDs in KY MPPA

Log in to KOG (Figure 1) and launch KY MPPA (Figure 2).

Note: You can access the log in screen by clicking on the KY MPPA link (<https://prdweb.chfs.ky.gov/partnerportal/Home.aspx>) and clicking on the **Let's Get Started** button.

Gateway Log In

Login with your Kentucky Online Gateway Account.

Username or Email Address [Forgot Username?](#)
Enter Username or Email Address

Password [Forgot Password?](#)
Enter Password

[Resend Account Verification Email](#)

Log In

WARNING
This website is the property of the Commonwealth of Kentucky. This is to notify you that you are only authorized to use this site, or any information accessed through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under state and federal law. Unauthorized access to this website or access in excess of your authorization may also be criminally punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect the information from misuse or unauthorized access.

[Don't already have a Kentucky Online Gateway Citizen Account?](#)

Create An Account

[Click Here For State Employee Gateway Login](#)

Figure 1: KOG Gateway Log In

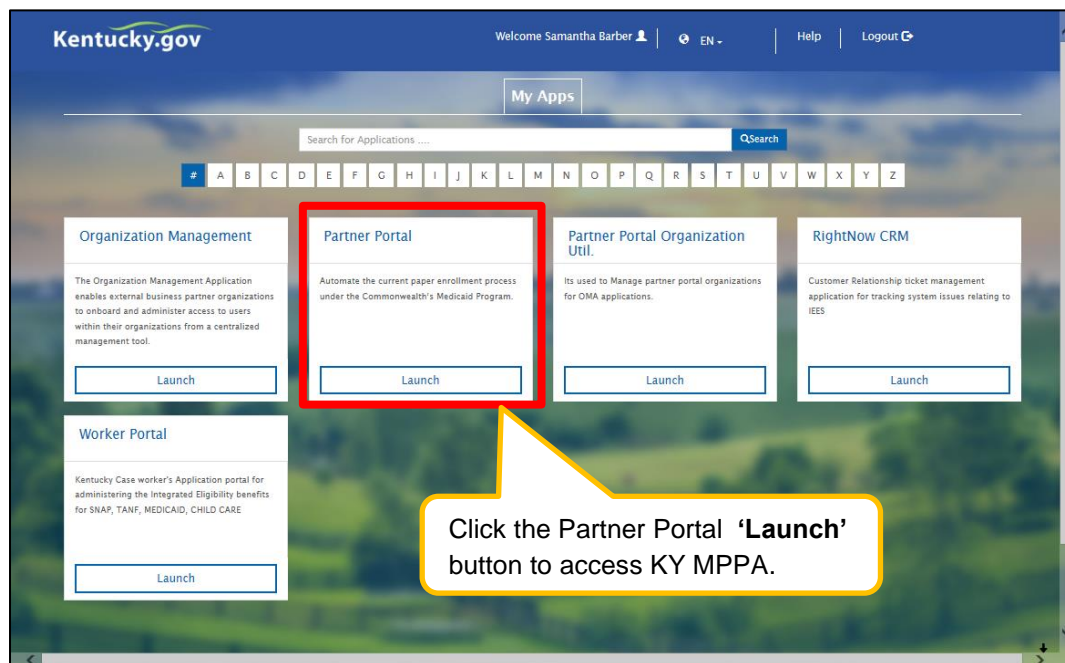


Figure 2: Click on Partner Portal 'Launch' Button

Proceed through the **Terms of Use** screen.

KY Medicaid Provider Number Association Linking Screen

The first and second time you log in, you will be able to associate your KOG email address with your Medicaid ID number on the **KY Medicaid Provider Number Association** screen. This is a screen that only those Providers with existing Medicaid IDs (*or Credentialing Agents linked to those Providers*) will see.

Note: You will not see this screen if your existing KY Medicaid IDs are not linked to the email address used to set up your KOG/KY MPPA account.

- Check the boxes of the IDs that are yours under the **Mine** column. (Figure 3).
 - If all of the Medicaid Provider Numbers listed are yours, click the box under Mine in the column header.
 - If some of the Medicaid Provider Numbers are yours, select only the ones that apply.
 - If none of the listed Medicaid Provider Numbers are yours, click “**None of the Medicaid IDs are mine**” below the association table.

Kentucky.gov Partner Portal Welcome: Hall Henderson

KY Medicaid Provider Number

• The listed KY Medicaid Provider Numbers were associated to your email address through Kentucky HealthNet. You must associate to each KY Medicaid Provider Number using the check box to the left. Any KY Medicaid Provider Number(s) not checked will not be available for your access.

KY Medicaid Provider Number Association

Mine	Business/Provider Name	Physical Address	Provider Type	Medicaid ID	NPI	Provider/Owner	Credentialing Agent (CA)
<input type="checkbox"/>			64 - Physician Individual		1760902498	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			83 - Licensed Marriage and Family Therapist		1346696762	<input type="checkbox"/>	<input type="checkbox"/>

First Previous Next Last

☐ NONE of the Medicaid IDs are mine

Save & Exit

Select the Medicaid Provider Numbers in the table that are yours. If All are yours, select the box under Mine in the column header. Select None if none of the Medicaid Numbers are yours.

Figure 3: KY Medicaid Provider Number Screen – Select Medicaid IDs

For the KY Medicaid Provider Numbers you have selected to associate to your KY MPPA account, you must now select whether you are linking as the Provider or Credentialing Agent. You will do this by clicking the box in the appropriate column for your role. See Figure 4.

- To select the Medicaid ID as a **Provider**, click the selection box in the Provider/Owner column for each of the selected Medicaid Provider Numbers. (red 'x')
- If all, select the box immediately under the Provider/Owner label in the column header. (black 'x')
- To select the Medicaid IDs as a **Credentialing Agent**, click the appropriate boxes in the Credentialing Agent (CA) column.

KY Medicaid Provider Number

The listed KY Medicaid Provider Numbers were associated to your email address through Kentucky HealthNet. You must associate to each KY Medicaid Provider Number using the check box to the left. Any KY Medicaid Provider Number(s) not checked will not be available for your access.

KY Medicaid Provider Number Association

Mine	Business/Provider Name	Physical Address	Provider Type	Medicaid ID	NPI	Provider/Owner	Credentialing Agent (CA)
<input checked="" type="checkbox"/>			64 - Physician Individual		1760902498	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>			83 - Licensed Marriage and Family Therapist		1346696762	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

First Previous Next Last (Page 1 of 1) Page: 1

☐ NONE of the Medicaid IDs are mine

Save & Exit Submit

Figure 4: KY Medicaid Provider Number Screen – Select Association Role

When the role has been selected for each Medicaid ID, click **Submit**.

Once you click Submit, you will be asked to confirm that the selected Medicaid IDs are yours. See Figure 5.

- Click **Yes** to continue. *Selections cannot be deleted upon clicking Yes.*
 - You are now linked to these Medicaid IDs and will see them on your KY MPPA Dashboard.
- Click **No** to return to the association screen.

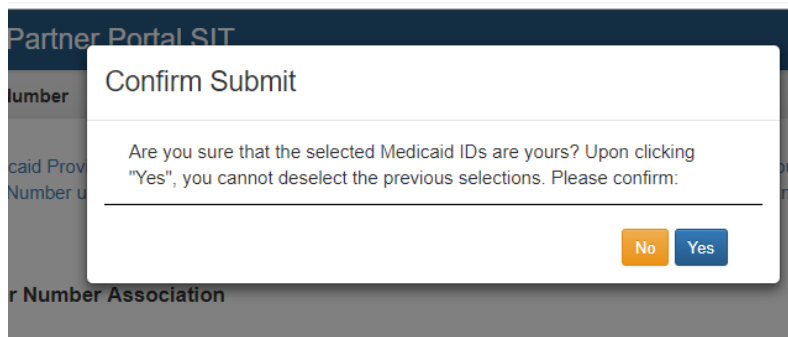


Figure 5: KY Medicaid Provider Number Confirm Screen

Note: If you did not select all the provided Medicaid IDs, you will be provided another opportunity to select the remaining Medicaid IDs for association on your second log in to KY MPPA.

KY Medicaid Provider Number Confirmation Linking Screen

Once you have completed the KY Medicaid Provider Number Association screen, you will be presented with the **KY Medicaid Provider Number Confirmation** screen. (Figure 6)

Note: You will also be presented the **KY Medicaid Provider Number Confirmation** screen if your existing Medicaid ID(s) are not associated with the email address you used to set up your KY MPPA Kentucky Online Gateway (KOG) account.

Figure 6: KY Medicaid Provider Number Confirmation Screen

Answer the question “**Do you have any Existing KY Medicaid Provider Number(s)?**”

- If you do not have an existing Medicaid ID, click **No** and **Save & Next**.
 - You will be taken to the KY MPPA Dashboard where you will be able to begin your New Enrollment application by clicking on the **Application** tab.

- If you have an existing KY Medicaid ID and were able to link to all your existing Medicaid IDs on the KY Medicaid Provider Number Association screen (*previous linking screen*), click **No** and **Save & Next** because there are no additional KY Medicaid IDs to link.
 - You will be taken to the KY MPPA Dashboard where you will be able to access the information associated with your KY Medicaid IDs from the **KY Medicaid Provider IDs** section.
- If you have an existing KY Medicaid ID and were not able to link to all your existing Medicaid IDs on the KY Medicaid Provider Number Association screen (*previous linking screen*) or were not presented with the KY Medicaid Provider Number Association screen, click **Yes** and **Save & Next** because you still have KY Medicaid IDs that need to be linked to your account.
 - You will receive a message instructing you to call the KY MPPA Contact Center so they can manually link you with your associated Medicaid IDs. (Figure 7)
 - Click **Next** to continue to your KY MPPA Dashboard.

KY Medicaid Provider Number Confirmation ⓘ * = Required

Introduction to Kentucky Medicaid Provider Enrollment Portal

Info:
We cannot find any Medicaid IDs based on your email address. If you want to associate these IDs please contact Customer Care.

* Do you have any Existing KY Medicaid Provider Number(s)?
☒ Yes ☐ No

Customer Care is the KY MPPA Contact Center. They can be reached at 877-838-5085, Extension 1 or via email at medicaidpartnerportal.info@ky.gov

Exit **Next**

Figure 7: Cannot Find Associated Medicaid IDs

Continue to KY MPPA Dashboard

When the association of your KY MPPA account to your existing Medicaid ID(s) is successful, you will be assigned the appropriate Provider or Credentialing Agent role. At this time, you will be prompted to enter your VIP security code. See Figure 8.

Kentucky
Online Gateway
Welcome Pamela Barber | My Account | Sign Out | Help | English

Multi-Factor Authentication

Registered Tokens

MFA Credential ID	MFA Credential Nickname	Credential Type
VSST****2135	Indi Laptop	Soft

[Add / Remove Token](#)

Authentication Required

Based on your security profile, this Login transaction requires additional authentication.
Please choose a method for authenticating this transaction.

Enter the six-digit security code from your VIP credential

[Continue](#)
[I don't have access to my Security Token](#)

[Privacy](#) | [Disclaimer](#)
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Figure 8: Multi-Factor Authentication Screen – Enter VIP Token

Note: If you have not downloaded and installed your VIP Token, you will be prompted to do so at this time. Refer to the **‘Provider and Credentialing Agent Account Sign On to KY MPPA’** job aid for VIP download and installation instructions.

Once you have entered your VIP token, you will proceed through the **Welcome** screen to your KY MPPA **Dashboard**. Verify the KY Medicaid IDs you linked are visible in the **KY Medicaid Provider IDs** section of the Dashboard. See Figure 9.

Dashboard Application Maintenance Correspondence Administration

Dashboard

Notifications

KY Medicaid Provider IDs

Filter By

All

Filter By Medicaid Id

All

KY Medicaid Provider IDs

Medicaid Provider ID	Medicaid ID Status	View	Provider Name	NPI	Taxonomy	Medicaid Provider ID Effective Date	Medicaid Provider ID End Date	Action
	Active	View		1245316256	225100000X - Physical Therapist	06/07/2018	08/01/2028	Start Maintenance
	Active	View		1386134625	225100000X - Physical Therapist	06/07/2018	08/06/2028	Start Maintenance
	Active	View		1871831156	101YP2500X - Counselor-Professional	06/07/2018	08/01/2028	Start Maintenance

Figure 9: KY Medicaid Provider IDs Dashboard Section

Note: If all the Medicaid IDs you selected are not included in the KY Medicaid Provider IDs section, you will need to reach out to the KY MPPA Contact Center for assistance. You can reach the Contact Center by email (medicaidpartnerportal.info@ky.gov) or via phone at 1-877-838-5085, Extension 1. For more information on how to contact the Contact Center, see the **‘Preparing to Call or Email the KY MPPA Contact Center’** and **‘Contact Center Assistance’** job aids.